

# 2001 Utah HMO Performance Report

## How to Compare HMOs

### Part II - 2001 HMO Performance Measures (HEDIS)



#### About HEDIS

Health Plan Employer Data and Information Set (HEDIS) measures are developed by the National Committee for Quality Assurance (NCQA), a not-for-profit organization that assesses, measures, and reports on the quality of health care provided by the nation's managed care industry.

Each HMO uses HEDIS as a measuring tool when collecting data from medical and/or administrative records. To assure the accuracy of HEDIS measures, the plans must have their data verified by an independent NCQA certified auditor. Pages 5 and 13 detail the data collection methods used by Medicaid and commercial HMOs for this report.

HEDIS measures include, for example, the percent of children who received the recommended number of well-child visits, or the percent of women who started prenatal care in the first trimester of pregnancy. In addition to preventive health measures, HEDIS includes measures for the percent of doctors in an HMO who have completed their residency training and the percent who have obtained board certification in their speciality area.

## Contents

|                                     |    |
|-------------------------------------|----|
| Executive Summary                   | 2  |
| How to Read this Report             | 3  |
| Medicaid HMO Facts, Phone Numbers   | 4  |
| Methods of HEDIS Collection         | 5  |
| Staying Healthy                     | 6  |
| Healthy Children                    | 8  |
| Prenatal Care, Access to Care       | 10 |
| Commercial HMO Facts, Phone Numbers | 12 |
| Methods of HEDIS Collection         | 13 |
| Staying Healthy                     | 14 |
| Healthy Children                    | 16 |
| Prenatal Care, Access to Care       | 18 |
| Acknowledgments                     | 20 |



## Executive Summary

Today, approximately 70 percent of Utahns are enrolled in some kind of managed care organization. This report presents the performance of Utah's Medicaid and commercial Health Maintenance Organizations (HMOs) using HEDIS measures collected for calendar year 2000. **The goals of this report are to increase consumer awareness and to assist health plans in improving service and care.** Four Medicaid HMOs and five commercial (non-governmental) HMOs provided the performance information used in this report.

### Key findings:

- ✓ For seven out of twelve measures, **Utah's Medicaid HMOs showed better performance than other states' Medicaid programs.** Areas where Utah Medicaid HMOs' scores were higher than the national average are: cholesterol level and eye exams as part of comprehensive diabetes care, well-child visits (ages 3-6), immunizations by age 2, early prenatal care for pregnant women, checkups for new mothers, and adult's access to care (ages 20-44).
- ✓ **Utah's commercial HMOs were below the national average** in nine out of twelve measures.
- ✓ *However*, **Utah's commercial HMOs had significantly higher averages than their Medicaid counterparts** in five out of twelve areas: breast cancer screening, cervical cancer screening, well-child visits (0-15 months), postpartum care, and adult's access to care (ages 20-44).
- ✓ **Utah's Medicaid HMOs had significantly higher averages than their commercial counterparts** in cholesterol level and eye exams as part of comprehensive diabetes care, adolescent well-care visits, immunizations by age 2, and early prenatal care.
- ✓ **Among Utah's Medicaid HMOs, the greatest variation** in scores was found in the following measure: six or more well-child visits for 0-15 month infants (lowest HMO: 7%, highest HMO: 51%, gap=44%).
- ✓ **Among Utah's commercial HMOs, the greatest variation** in scores was found in the following measure: early prenatal care for pregnant women (lowest HMO: 24%, highest HMO: 94%, gap=70%).

The large variations may be caused by substandard performance OR different data reporting practices among HMOs. Each HMO may want to identify areas where they can benefit from improving service quality or enhancing data reporting.

# How to Read this Report

In this report, each performance measure is reported in two ways: in a **star table** and in a **bar graph**.

## Star tables

Tables with stars summarize Utah HMOs' performance and show how the HMOs compare to the statewide average.

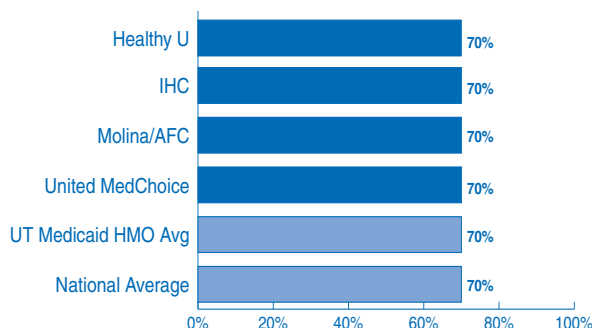
**Stars** compare each HMO's score to the average for Utah HMOs. Three stars indicate that an HMO's performance on a particular measure is significantly above the state average, while one star shows that an HMO's performance on a particular measure is significantly below the state average. Two stars indicate that an HMO's performance on a particular measure is not significantly below or above the state average.

### Performance Compared to the Average

- ★★★ **Higher** HMO score is above the average for Utah HMOs.
- ★★ **Average** HMO score is neither higher nor lower than the Utah HMO average.
- ★ **Lower** HMO score is below the average for Utah HMOs.

## Bar graphs

**Bar graphs** show each HMO's actual score for each measure. Bar graphs like the one shown below display the percent of HMO members who received the specified care according to HEDIS measures. The Utah HMO Average bar represents the average for all participating Utah HMOs. The National Average bar at the bottom of each graph represents the Medicaid (pages 7, 9 and 11) or commercial (pages 15, 17 and 19) national average for HMOs.



## Facts about Utah Medicaid HMOs

|  | Healthy U                           | IHC Access                          | Molina/AFC                          | United<br>MedChoice         |
|--|-------------------------------------|-------------------------------------|-------------------------------------|-----------------------------|
| <b>Counties served by each HMO</b>                               | Davis<br>Salt Lake<br>Utah<br>Weber | Davis<br>Salt Lake<br>Utah<br>Weber | Davis<br>Salt Lake<br>Utah<br>Weber | Davis<br>Salt Lake<br>Weber |
| Monthly enrollment<br>as of January 31, 2001                     | 7,401                               | 35,648                              | 11,885                              | 31,401                      |
| <b>Primary Care Providers</b><br>completed residency             | NR                                  | 88.7%                               | 100%                                | NR                          |
| <b>Primary Care Providers</b><br>board certified                 | NR                                  | 85.3%                               | 98.5%                               | NR                          |
| <b>Obstetricians/gynecologists</b><br>completed residency        | NR                                  | 86.2%                               | 100%                                | NR                          |
| <b>Obstetricians/gynecologists</b><br>board certified            | NR                                  | 86.2%                               | 100%                                | NR                          |
| <b>Pediatric Practitioner Specialists</b><br>completed residency | NR                                  | 100%                                | NR                                  | NR                          |
| <b>Pediatric Practitioner Specialists</b><br>board certified     | NR                                  | 98.4%                               | NR                                  | NR                          |

NR = Not Reported

### Customer Service Numbers

|            |                |                  |                |
|------------|----------------|------------------|----------------|
| Healthy U  | 1-888-271-5870 | Molina/AFC       | 1-888-483-0760 |
| IHC Access | 1-800-538-5038 | United MedChoice | 1-800-824-9313 |

# Methods of HEDIS Collection

*How was the information collected?*

HMOs collect HEDIS data from administrative and/or medical records at the physician’s office. For some measures, HMOs can choose to use administrative data only. However, in such cases, the level of detail may be lost; therefore, the results may not accurately reflect what is going on. Below are the HEDIS measures covered in this report and their corresponding method of data collection by each Medicaid HMO. **Non-standardized data collection can reduce comparability of data across HMOs.** For more information about the two methods and how they might impact results, please call the Office of Health Care Statistics at (801) 538-7048.

## Data Collection Methods

**Administrative:** HMOs use their own databases to calculate HEDIS scores.

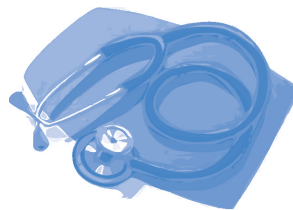
**Hybrid:** HMOs acquire HEDIS data through administrative databases *and* medical records.

| HEDIS Measure                          | Healthy U | IHC Access | Molina/ AFC | United MedChoice |
|--|-----------|------------|-------------|------------------|
| Breast Cancer Screening                | A         | HO         | A           | A                |
| Cervical Cancer Screening              | A         | HO         | A           | A                |
| Diabetes Care: Cholesterol Level (LDL) | NR        | HO         | HO          | HO               |
| Diabetes Care: Eye Exams               | NR        | HO         | HO          | HO               |
| Six+ Checkups 0-15 Month Infants       | NR        | HO         | A           | A                |
| One+ Checkup Per Year, Ages 3-6        | NR        | HO         | A           | A                |
| One+ Checkup Per Year, Ages 12-21      | NR        | HO         | A           | A                |
| Immunizations By Age 2                 | NR        | HO         | HO          | HO               |
| Early Prenatal Care for Pregnant Women | NR        | HO         | HO          | HO               |
| Checkups for New Mothers               | NR        | HO         | HO          | HO               |
| Cesarean Section Delivery Rate         | NS        | NS         | NS          | NS               |
| Adult’s Access to Care, Ages 20-44     | NR        | A          | A           | A                |

|    |                |    |               |
|----|----------------|----|---------------|
| A  | Administrative | NR | Not Reported  |
| HO | Hybrid         | NS | Not Specified |

# Staying Healthy

## Preventive Care



**Stars** compare each HMO's score to the average score for Utah Medicaid HMOs and show differences among HMOs. Three stars mean the HMO's performance is higher than the average. If an HMO has two stars, the HMO's performance on the topic is average. Just because an HMO has one star does not necessarily mean its overall performance is substandard. Graphs on the next page show scores for each plan on these topics.

### Performance Compared to the Average

- ★★★ **Higher** HMO score is above the average for Utah Medicaid HMOs.
- ★★ **Average** HMO score is neither higher nor lower than the Utah Medicaid HMO average.
- ★ **Lower** HMO score is below the average for Utah Medicaid HMOs.



### HMO

#### Breast Cancer Screening

#### Cervical Cancer Screening

#### Diabetes Care: Cholesterol Level (LDL)

#### Diabetes Care: Eye Exams

Healthy U

★★★

★

NR

NR

IHC Access

★★★

★★★

★★★

★★

Molina/AFC

★

★

★

★

United  
MedChoice

★★

★★

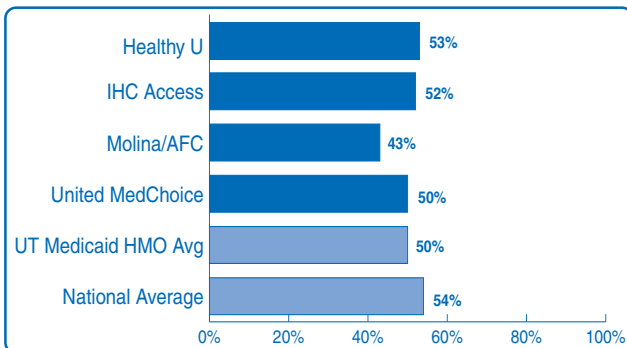
★

★★★

NR = Not Reported

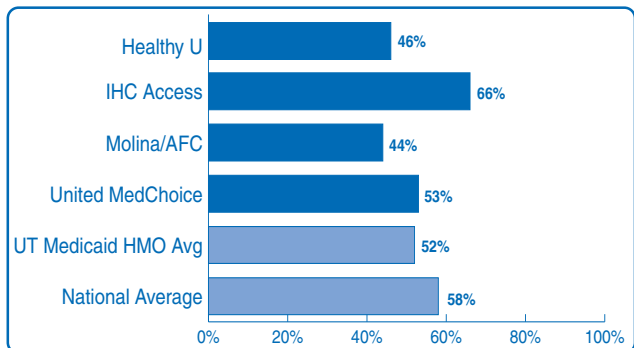
### Breast Cancer Screening

When breast cancer is discovered early, women have more treatment choices and better chances for survival. This graph shows the percent of women ages 52-69 who had a mammogram (a test to find breast cancer) within the past 2 years.



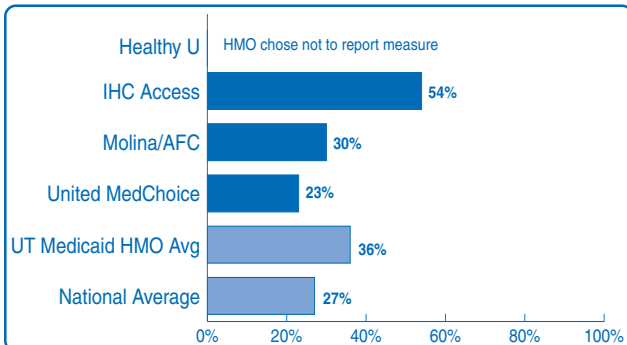
### Cervical Cancer Screening

Deaths from cervical cancer are significantly reduced by early detection through a Pap smear test to find cervical cancer. This graph shows the percent of adult women ages 21-64 who had at least one Pap smear test within the past 3 years.



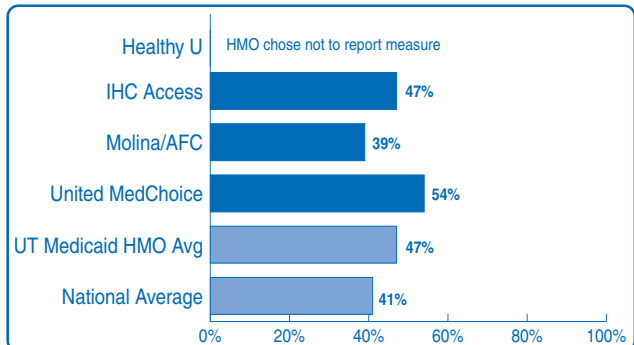
### Diabetes Care: Cholesterol Level (LDL)

Low levels of LDL cholesterol has been shown to reduce the risk of cardiovascular disease. This graph illustrates the percent of diabetics whose LDL level was <130 mg/dl in the past year.



### Diabetes Care: Eye Exams

Blindness from diabetes can be reduced with early detection through eye exams. This graph shows the percent of members with diabetes who received an eye exam in the past year.



Source of National Average: <http://www.ncqa.org/Programs/HEDIS/00medicaidmeasures.htm>

# Healthy Children

## Child and Adolescent Care



**Stars** compare each HMO's score to the average score for Utah Medicaid HMOs and show differences among HMOs. Three stars mean the HMO's performance is higher than the average. If an HMO has two stars, the HMO's performance on the topic is average. Just because an HMO has one star does not necessarily mean its overall performance is substandard. Graphs on the next page show scores for each plan on these topics.

### Performance Compared to the Average

- ★★★ **Higher** HMO score is above the average for Utah Medicaid HMOs.
- ★★ **Average** HMO score is neither higher nor lower than the Utah Medicaid HMO average.
- ★ **Lower** HMO score is below the average for Utah Medicaid HMOs.



### HMO

Six+ Checkups  
0-15 Month  
Infants

One+ Checkup  
per Year,  
Ages 3-6

One+ Checkup  
per Year,  
Ages 12-21

Immunizations  
by  
Age 2

Healthy U

NR

NR

NR

NR

IHC Access

★★★

★★★

★★★

★★★

Molina/AFC

★

★

★

★

United  
MedChoice

★★★

★★★

★★

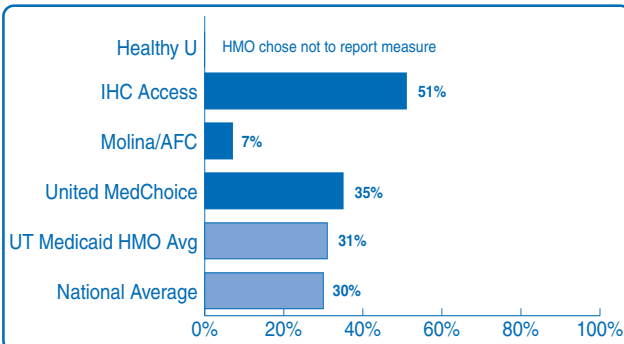
★

NR = Not Reported



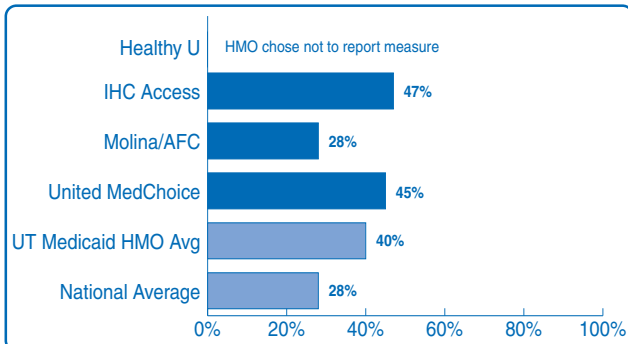
### Six+ Checkups for 0-15 Month Infants

Regular checkups are one of the best ways to detect physical, developmental, behavioral, and emotional problems. This graph shows the percent of 0-15 month old infants who had six or more well-child visits in 2000.



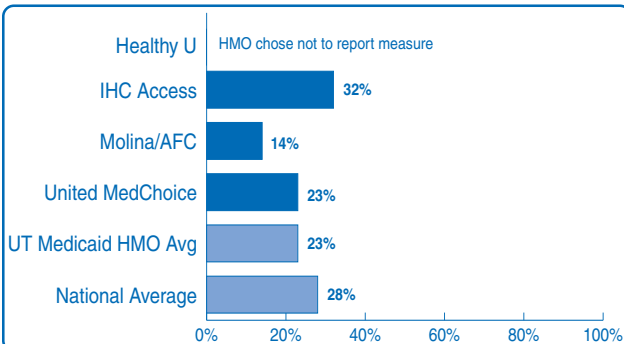
### One+ Checkups per Year, Ages 3-6

It is important to detect vision, speech and language problems early. Intervention can improve communication skills and avoid or reduce learning problems. This graph shows the percent of children, ages 3-6, who had at least one well-child checkup in 2000.



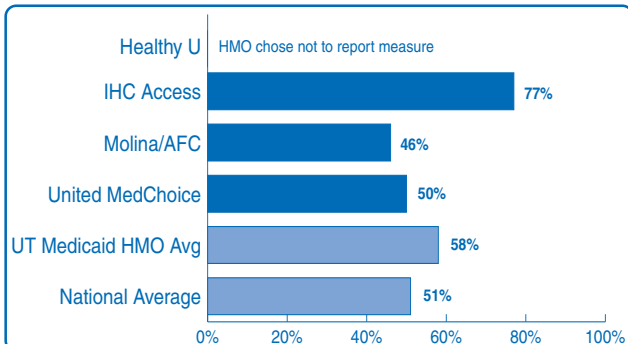
### One+ Checkup per Year, Ages 12-21

A well-care visit provides preventive health care that looks at physical, emotional and social aspects of health. This graph shows the percent of adolescents, ages 12-21, who had at least one such visit in 2000.



### Immunizations by Age 2

Immunizations prevent childhood diseases such as polio, measles, mumps, rubella and whooping cough. This graph illustrates the percent of children who received recommended immunizations by the age of 2\*.



\* Four DTP or DTaP, three OPV or IPV, one MMR, two Hib and three hepatitis B vaccinations.

Source of National Average: <http://www.ncqa.org/Programs/HEDIS/00medicaidmeasures.htm>

## Prenatal Care Access to Care



**Stars** compare each HMO's score to the average score for Utah Medicaid HMOs and show differences among HMOs. Three stars mean the HMO's performance is higher than the average. If an HMO has two stars, the HMO's performance on the topic is average. Just because an HMO has one star does not necessarily mean its overall performance is substandard. Graphs on the next page show scores for each plan on these topics.

### Performance Compared to the Average

- ★★★ **Higher** HMO score is above the average for Utah Medicaid HMOs.
- ★★ **Average** HMO score is neither higher nor lower than the Utah Medicaid HMO average.
- ★ **Lower** HMO score is below the average for Utah Medicaid HMOs.



### HMO

Early Prenatal  
Care for  
Pregnant Women

Checkups for  
New Mothers

Cesarean Section  
Delivery Rate\*

Adult's Access  
to Care,  
Ages 20-44

Healthy U

NR

NR

★

NR

IHC Access

★★★

★★★

★★★

★★★

Molina/AFC

★★★

★★

★★★

★★

United  
MedChoice

★

★

★

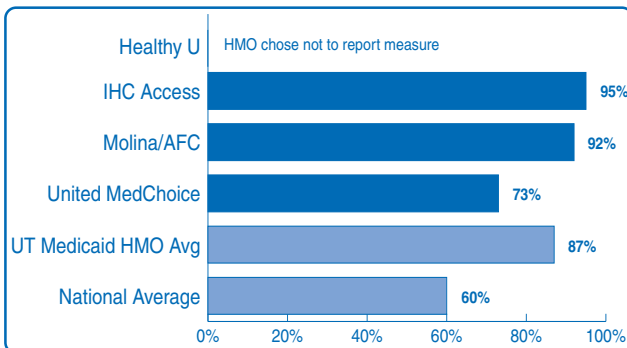
★★★

NR = Not Reported

\*Since stars for this measure do not have the same meaning as in the other measures, a different color is used here. See page 11 for details on Cesarean Section Delivery Rate.

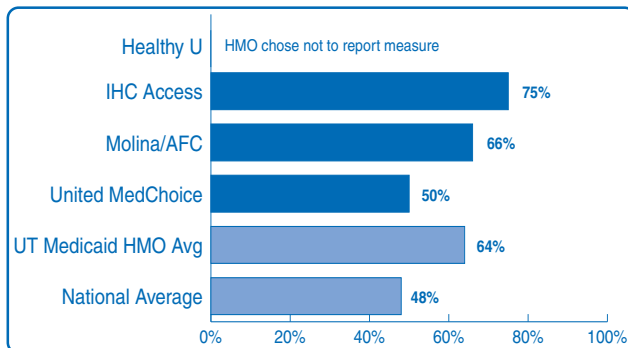
### Early Prenatal Care for Pregnant Women

Early prenatal care contributes to having a healthy baby. This graph illustrates the percent of women who had their first prenatal visit during the first 13 weeks of pregnancy.



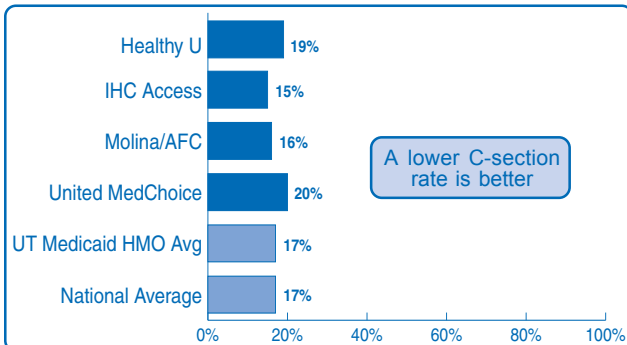
### Checkups for New Mothers

During a visit, providers can check a new mother's recovery from childbirth and answer any questions. This graph shows the percent of new mothers who received a checkup within eight weeks of delivery.



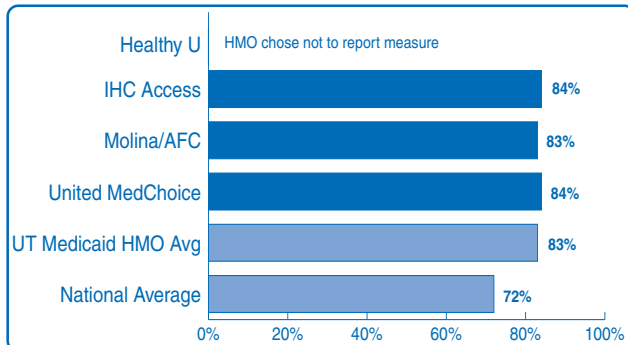
### Cesarean Section Delivery Rate\*

Like all surgeries, Cesarean section deliveries require longer recovery times than vaginal births. Complications are more common with babies born by C-section. This graph illustrates the percent of births delivered by C-section, a procedure for surgical delivery.



### Adult's Access to Care, Ages 20-44

Access to care implies that care is available, patients know of its availability, and they know how to obtain services when needed. The indicator of access used here is the percent of adults aged 20-44 who received preventive or ambulatory (walk-in) care.



\*Cesarean sections can be lifesaving for mother or baby when performed appropriately. However, C-sections result in longer hospital stays, recovery times, and higher costs. This procedure should not be used solely for the convenience of doctor or patient. High C-section rates may indicate unnecessary procedures are being performed and should prompt further investigation to determine if that is true.

Source of National Average: <http://www.ncqa.org/Programs/HEDIS/00medicaidmeasures.htm>

## Facts about Utah Commercial HMOs

|  | Altius  | CIGNA  | IHC  | RBCBS   | UHC                           |
|--|---|--|--|---|-------------------------------|
| <b>Counties served by each HMO</b>                               | Box Elder<br>Cache<br>Carbon<br>Davis<br>Juab<br>Morgan<br>Salt Lake<br>Sanpete<br>Summit<br>Tooele<br>Uintah<br>Utah<br>Wasatch<br>Weber | Box Elder<br>Davis<br>Emery<br>Millard<br>Morgan<br>Salt Lake<br>Sanpete<br>Sevier<br>Summit<br>Tooele<br>Utah<br>Wasatch<br>Weber | <b>IHC Care:</b><br>All Counties<br><b>IHC SelectMed:</b><br>Beaver/Box Elder<br>Cache/Davis<br>Duchesne/<br>Garfield/Iron/<br>Juab/Millard/<br>Morgan/Piute/<br>Salt Lake/<br>Sanpete/Sevier/<br>Summit/Tooele/<br>Utah/Wasatch/<br>Weber/Wayne | Box Elder<br>Cache<br>Davis<br>Morgan<br>Summit<br>Tooele<br>Utah<br>Wasatch<br>Weber | All Counties,<br>except Piute |
| Monthly enrollment<br>as of January 31, 2001                     | 45,616  | 30,791   | 394,431  | 11,311  | 130,494                       |
| <b>Primary Care Providers</b><br>completed residency             | 99.4%   | NR   | 87.9%  | 100%  | 98.9%                         |
| <b>Primary Care Providers</b><br>board certified                 | 81.4%   | 83.0%  | 87.9%  | 44.1%   | 83.5%                         |
| <b>Obstetricians/gynecologists</b><br>completed residency        | 100%  | NR   | 86.3%  | 100%  | 100%                          |
| <b>Obstetricians/gynecologists</b><br>board certified            | 85.2%   | 82.0%  | 84.2%  | 47.7%   | 86.5%                         |
| <b>Pediatric Practitioner Specialists</b><br>completed residency | 100%  | NR   | 100%   | 100%  | 97.1%                         |
| <b>Pediatric Practitioner Specialists</b><br>board certified     | 98.0%   | 51.5%  | 98.4%  | 50.0%   | 84.6%                         |

NR = Not Reported

### Customer Service Numbers

|                        |                |       |                |
|------------------------|----------------|-------|----------------|
| Altius                 | 1-801-323-6200 | CIGNA | 1-800-245-2471 |
| IHC                    | 1-800-538-5038 | RBCBS | 1-800-624-6519 |
| UnitedHealthcare (UHC) | 1-800-824-9313 |       |                |

# Methods of HEDIS Collection

*How was the information collected?*

HMOs collect HEDIS data from administrative and/or medical records at the physician's office. For some measures, HMOs can choose to use administrative data only. However, in such cases, the level of detail may be lost; therefore, the results may not accurately reflect what is going on. Below are the HEDIS measures covered in this report and their corresponding method of data collection by each Medicaid HMO. **Non-standardized data collection can reduce comparability of data across HMOs.** For more information about the two methods and how they might impact results, please call the Office of Health Care Statistics at (801) 538-7048.

## Data Collection Methods

**Administrative:** HMOs use their own databases to calculate HEDIS scores.

**Hybrid:** HMOs acquire HEDIS data through administrative databases *and* medical records.

### HEDIS Measure

|  | Altius | CIGNA | IHC | RBCBS | UHC |
|--|--------|-------|-----|-------|-----|
| Breast Cancer Screening                | HO     | HO    | HO  | A     | A   |
| Cervical Cancer Screening              | HO     | HO    | HO  | A     | A   |
| Cholesterol Level (LDL)                | HO     | HO    | HO  | A     | HO  |
| Diabetic Eye Exams                     | HO     | HO    | HO  | A     | HO  |
| Six+ Checkups 0-15 Month Infants       | HO     | A     | HO  | A     | A   |
| One+ Checkup Per Year, Ages 3-6        | HO     | A*    | HO  | A     | A   |
| One+ Checkup Per Year, Ages 12-21      | HO     | A*    | HO  | A     | A   |
| Immunizations By Age 2                 | HO     | HO    | HO  | A     | HO  |
| Early Prenatal Care for Pregnant Women | HO     | HO    | HO  | A     | HO  |
| Checkups for New Mothers               | HO     | HO    | HO  | A     | HO  |
| Cesarean Section Delivery Rate         | NS     | NS    | NS  | NS    | NS  |
| Adult's Access to Care, Ages 20-44     | A      | A     | A   | A     | A   |

\*HMO rotated measure from previous year's HEDIS data. See [www.ncqa.org](http://www.ncqa.org) for more information about rotation strategies.

A Administrative  
HO Hybrid  
NS Not Specified

# Staying Healthy

## Preventive Care



**Stars** compare each HMO's score to the average score for Utah commercial HMOs and show differences among HMOs. Three stars mean the HMO's performance is higher than the average. If an HMO has two stars, the HMO's performance on the topic is average. Just because an HMO has one star does not necessarily mean its overall performance is substandard. Graphs on the next page show scores for each plan on these topics.

### Performance Compared to the Average

- ★★★ **Higher** HMO score is above the average for Utah commercial HMOs.
- ★★ **Average** HMO score is neither higher nor lower than the Utah commercial HMO average.
- ★ **Lower** HMO score is below the average for Utah commercial HMOs.



### HMO

#### Breast Cancer Screening

#### Cervical Cancer Screening

#### Diabetes Care: Cholesterol Level (LDL)

#### Diabetes Care: Eye Exams

Altius

★★★

★★★

★★★

★★★

CIGNA

★★★

★★★

★★★

★

IHC

★★★

★★★

★★★

★★★

RBCBS

★

★

★

★

UHC

★★

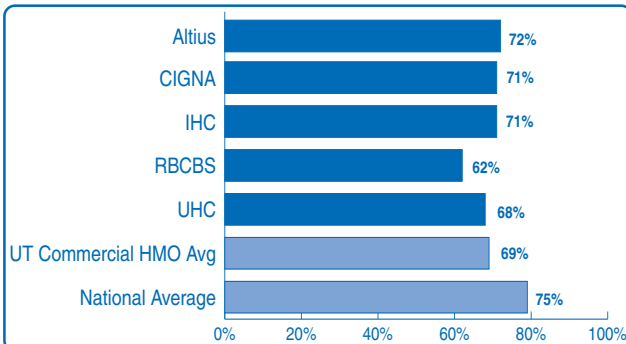
★★★

★

★★★

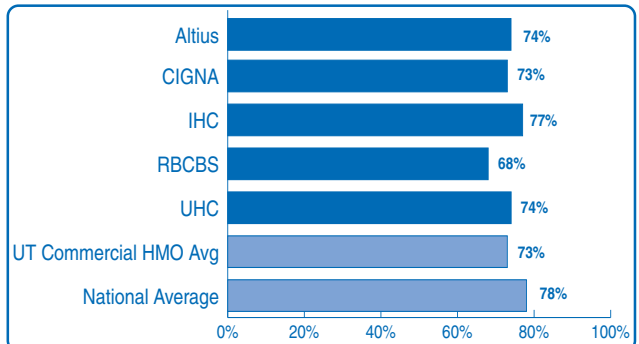
### Breast Cancer Screening

When breast cancer is discovered early, women have more treatment choices and better chances for survival. This graph shows the percent of women ages 52-69 who had a mammogram (a test to find breast cancer) within the past 2 years.



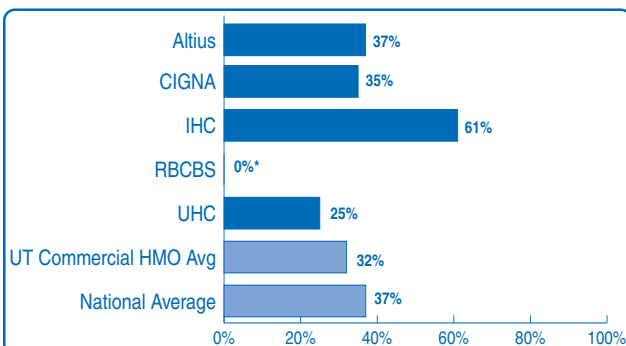
### Cervical Cancer Screening

Deaths from cervical cancer are significantly reduced by early detection through a Pap smear test to find cervical cancer. This graph shows the percent of adult women ages 21-64 who had at least one Pap smear test within the past 3 years.



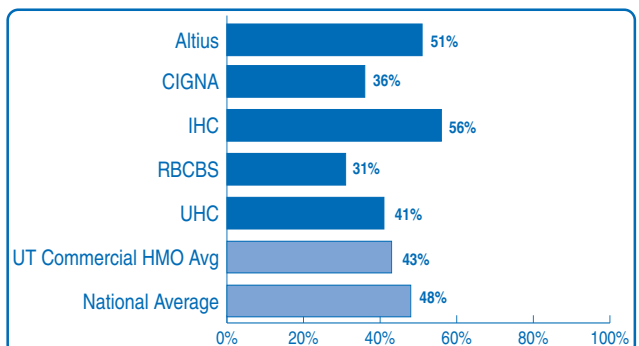
### Diabetes Care: Cholesterol Level (LDL)

Low levels of LDL cholesterol has been shown to reduce the risk of cardiovascular disease. This graph illustrates the percent of diabetics whose LDL level was <130 mg/dl in the past year.



### Diabetes Care: Eye Exams

Blindness from diabetes can be reduced with early detection through eye exams. This graph shows the percent of members with diabetes who received an eye exam in the past year.



\* May be due to under-reporting of measure. See page 13 for data collection method.

Source of National Average: NCQA 2001. "The State of Managed Care Quality." NCQA Website: [www.ncqa.org](http://www.ncqa.org)

# Healthy Children

## Child and Adolescent Care



**Stars** compare each HMO's score to the average score for Utah commercial HMOs and show differences among HMOs. Three stars mean the HMO's performance is higher than the average. If an HMO has two stars, the HMO's performance on the topic is average. Just because an HMO has one star does not necessarily mean its overall performance is substandard. Graphs on the next page show scores for each plan on these topics.

### Performance Compared to the Average

- ★★★ **Higher** HMO score is above the average for Utah commercial HMOs.
- ★★ **Average** HMO score is neither higher nor lower than the Utah commercial HMO average.
- ★ **Lower** HMO score is below the average for Utah commercial HMOs.



### HMO

Six+ Checkups  
0-15 Month  
Infants

One+ Checkup  
per Year,  
Ages 3-6

One+ Checkup  
per Year,  
Ages 12-21

Immunizations  
by  
Age 2

Altius

★

★★★

★★★

★★

CIGNA

★

★★

★

★★

IHC

★★★

★★

★★★

★★★

RBCBS

★★★

★★

★

★

UHC

★★

★★

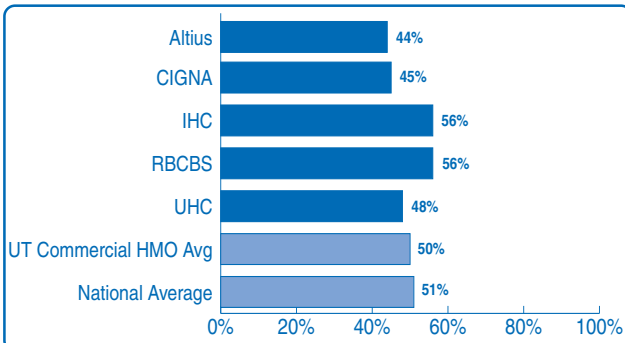
★★

★★



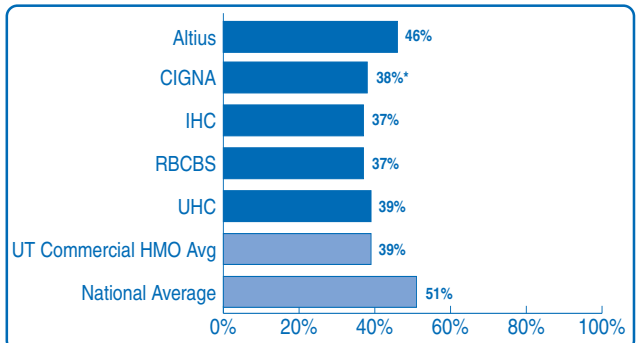
### Six+ Checkups for 0-15 Month Infants

Regular checkups are one of the best ways to detect physical, developmental, behavioral, and emotional problems. This graph shows the percent of 0-15 month old infants who had six or more well-child visits in 2000.



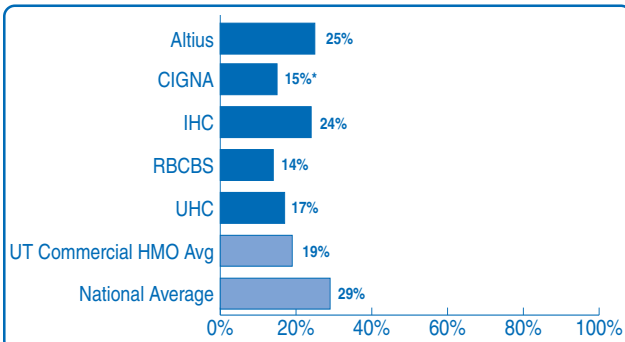
### One+ Checkups per Year, Ages 3-6

It is important to detect vision, speech and language problems early. Intervention can improve communication skills and avoid or reduce learning problems. This graph shows the percent of children, ages 3-6, who had at least one well-child checkup in 2000.



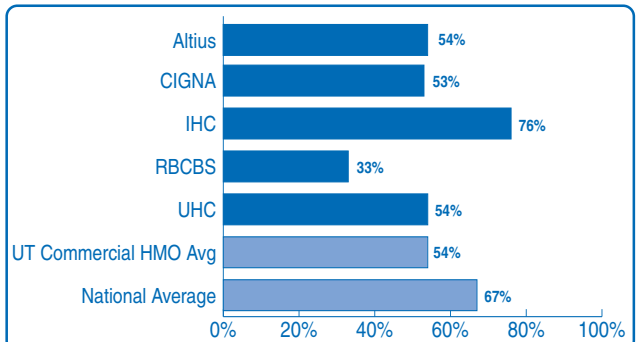
### One+ Checkup per Year, Ages 12-21

A well-care visit provides preventive health care that looks at physical, emotional and social aspects of health. This graph shows the percent of adolescents, ages 12-21, who had at least one such visit in 2000.



### Immunizations by Age 2

Immunizations prevent childhood diseases such as polio, measles, mumps, rubella and whooping cough. This graph illustrates the percent of children who received recommended immunizations by the age of 2\*\*.



\*Rotated measure: number obtained from 2000 HEDIS data.

\*\*Four DTP or DTaP, three OPV or IPV, one MMR, two HiB and three hepatitis B vaccinations.

Source of National Average: NCQA 2001. "The State of Managed Care Quality." NCQA Website: [www.ncqa.org](http://www.ncqa.org)

## Prenatal Care Access to Care



**Stars** compare each HMO's score to the average score for Utah commercial HMOs and show differences among HMOs. Three stars mean the HMO's performance is higher than the average. If an HMO has two stars, the HMO's performance on the topic is average. Just because an HMO has one star does not necessarily mean its overall performance is substandard. Graphs on the next page show scores for each plan on these topics.

### Performance Compared to the Average

- ★★★ **Higher** HMO score is above the average for Utah commercial HMOs.
- ★★ **Average** HMO score is neither higher nor lower than the Utah commercial HMO average.
- ★ **Lower** HMO score is below the average for Utah commercial HMOs.



### HMO

Early Prenatal  
Care for  
Pregnant Women

Checkups for  
New Mothers

Cesarean Section  
Delivery Rate\*

Adult's Access  
to Care,  
Ages 20-44

Altius

★★★

★★★

★

★

CIGNA

★★★

★★★

★★★

★★★

IHC

★★★

★★★

★★

★★

RBCBS

★

★

★★★

★★★

UHC

★

★★

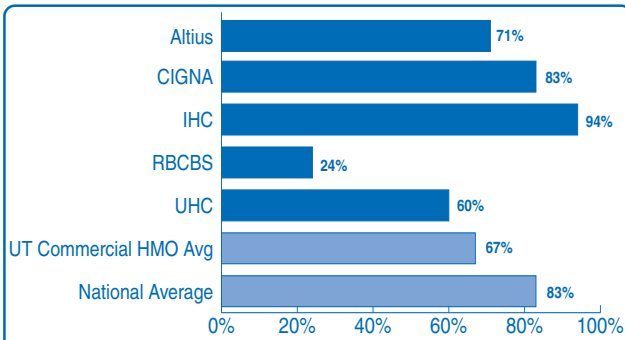
★★

★★★

\*Since stars for this measure do not have the same meaning as in the other measures, a different color is used here. See page 11 for details on Cesarean Section Delivery Rate.

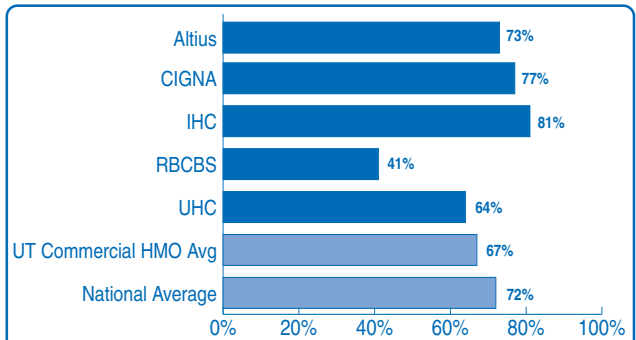
### Early Prenatal Care for Pregnant Women

Early prenatal care contributes to having a healthy baby. This graph illustrates the percent of women who had their first prenatal visit during the first 13 weeks of pregnancy.



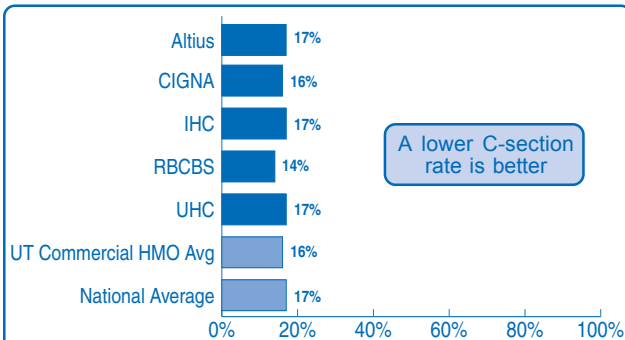
### Checkups for New Mothers

During a visit, providers can check a new mother's recovery from childbirth and answer any questions. This graph shows the percent of new mothers who received a checkup within eight weeks of delivery.



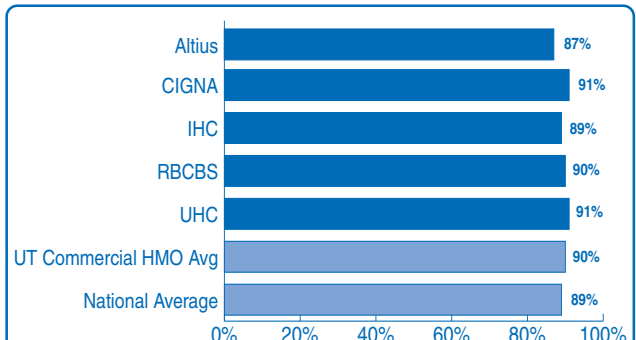
### Cesarean Section Delivery Rate\*

Like all surgeries, Cesarean section deliveries require longer recovery times than vaginal births. Complications are more common with babies born by C-section. This graph illustrates the percent of births delivered by C-section, a procedure for surgical delivery.



### Adult's Access to Care, Ages 20-44

Access to care implies that care is available, patients know of its availability, and they know how to obtain services when needed. The indicator of access used here is the percent of adults aged 20-44 who received preventive or ambulatory (walk-in) care.



\*Cesarean sections can be lifesaving for mother or baby when performed appropriately. However, C-sections result in longer hospital stays, recovery times, and higher costs. This procedure should not be used solely for the convenience of doctor or patient. High C-section rates may indicate unnecessary procedures are being performed and should prompt further investigation to determine if that is true.

Source of National Average: <http://www.ncqa.org/Programs/HEDIS/00medicaidmeasures.htm>

# Acknowledgments

## Utah Health Data Committee (UHDC)

|                   |                             |
|-------------------|-----------------------------|
| Andrew Bowler     | Small Business (Chair)      |
| Clark Hinckley    | Large Business (Vice Chair) |
| Kim Bateman       | Physician                   |
| Leslie Frances    | Public Health               |
| Terry Haven       | Consumer Advocacy           |
| Annette Herman    | HMO Representative          |
| Robert P. Huefner | Public Health               |
| Scott Ideson      | Third Party Payer           |
| Wen H. Kuo        | Public Interest             |
| Gail McGill       | Nursing                     |
| Sandra L. Peck    | Consumer Advocacy           |
| Greg Poulsen      | Hospital Representative     |
| Marilyn Tang      | Business                    |

[www.healthdata.state.ut.us](http://www.healthdata.state.ut.us)

## Utah Department of Health

<http://health.utah.gov>

### Executive Director's Office

|                   |                                  |
|-------------------|----------------------------------|
| Rod Betit         | Executive Director               |
| Richard Melton    | Deputy Director                  |
| Scott D. Williams | Deputy Director                  |
| Robert Rolfs      | Director, Center for Health Data |

### Medicaid

|                     |                              |
|---------------------|------------------------------|
| Michael Deily       | Division Director            |
| Ed Furia            | Bureau Director              |
| Barbara Christensen | Health Program Manager       |
| Wanda Gutierrez     | Quality Assurance Specialist |
| Mary Lou Beckwith   | Training Specialist          |
| Patti Fuhrman       | Health Program Rep. Manager  |
| Carole Graver       | Health Program Rep. Manager  |
| Julie Olson         | Health Program Manager       |

### Office of Health Care Statistics

|                 |                                |
|-----------------|--------------------------------|
| Wu Xu           | Director                       |
| Heidi Bergvall* | Programmer Analyst I           |
| Chung-won Lee*  | Research Consultant II         |
| Mike Martin*    | Research Analyst III           |
| Keith McMillan  | IT Programmer Analyst I        |
| John Morgan     | Information Analyst Supervisor |
| Janet Scarlet   | Executive Secretary            |
| Gulzar Shah     | IT Programmer Analyst II       |

**Special thanks** to Molina/AFC, Altius Health Plans, Inc., CIGNA Healthcare of Utah, Datastat, Inc., IHC Health Plans, Inc., Regence BlueCross BlueShield of Utah, UnitedHealthcare of Utah, and University of Utah Health Network for their support and participation in this project; also to the Utah Insurance Department for supporting printing and distribution of this publication.

\*This report was developed by Chung-won Lee, Mike Martin and Heidi Bergvall, Utah Department of Health. It was reviewed by participating HMOs and UHDC members before publication. For more information about this report, contact the Office of Health Care Statistics at (801) 538-7048.

For more copies of this report, visit our website:

[http://hlunix.hl.state.ut.us/hda/consumer%20publications/HmoPerformance2001\\_part2.pdf](http://hlunix.hl.state.ut.us/hda/consumer%20publications/HmoPerformance2001_part2.pdf).